The Naked Truth About

Emotional Intelligence

And all that it implies

Dr. Lisa A. Parker

Table of Contents

1 Introduction	. 6
Background	12
2 E.I. Constructs	15
<u>Self-awareness</u>	18
Self-management	24
Social Awareness	28
Relationship Management	29
3 Physiology of Emotions	33
Biases and Stereotyping	37
<u>Fallacies</u>	42
Triggers	46
4 Emotional Intelligence vs Reality	49
5 Emotional Intelligence and Communication	56
Ethos, Pathos, and Logos	61
6 Emotional Intelligence and Moods	65
7 Emotional Intelligence and Grief	72

8 Emotional Intelligence and Character Profiling	79
9 Emotional Intelligence Growth	84
Self-Awareness	85
Self-management	87
Social awareness	88
Relationship management	90
10 Emotional Intelligence Empirical Study	93
Definitions	00
Supporting Works1	02
About the Author1	04

1

Introduction

Emotional intelligence, at its core, is simply having the ability to understand and manage your own emotions and triggers, and observe, understand, and manage the emotions of others.

Emotional intelligence (EI) has captivated me since I first studied it nearly twenty years ago. The fact that you have picked up this book tells me you are interested in the topic as well and open to self-growth and improvement. In a nutshell, emotional intelligence spans across managing our emotional selves, managing others' emotions,

being socially aware, and improving relationships.

Emotional intelligence is closely related to psychology, which has been another interest of mine since my mom was a psychologist. I continued the study on emotional intelligence and saturated the writings of many great scholars. I completed my doctorate on emotional intelligence by conducting an empirical study on *Emotional Intelligence: A Descriptive Study of how Employees describe the Impact of Leader Emotional Intelligence on the Employees' Performance* (2019). Since achieving my doctorate, I now teach emotional intelligence at the collegiate level.

To gain a deeper knowledge of the psyche, I have discussed the concept with several psychologists over the years. Along with my own studies and research, I bring our insights to this book. This is a topic that I am extremely passionate about as it impacts every area and relationship in our lives. By writing this concise book, I wanted to create a helpful and highly impactful guide. A guide that will help explain concepts for better communication, better relationships, and a better you as you put these concepts into practice.

Depending on the book you choose, the author may describe four, six, or more emotional intelligent constructs (or domains). I like to keep things simple. The four main constructs that I will dive into are self-awareness, selfmanagement, social awareness, and relationship management. Some use the term self-control or self-regulation instead of self-management, empathy instead of social awareness, and social skills instead of relationship management, to name a few differences. It is also important to note that some use the terms emotional intelligence emotional and competence interchangeably as well.

Under the four main constructs lies a cluster that makes up the complete framework, which was created in 1998 by Daniel Goleman and others. It has been redefined over the last couple of decades. I would like to start with a high-level definition of each construct and then build from there, based on my own empirical study and others' research.

Self-awareness is possessing the skill to recognize how you are feeling, how you are affected by those feelings, and how your feelings impact those around you. Feelings are more specific than emotions and can be more